



**Welcome to the  
Tibor Rubin Long Beach VA  
Spinal Cord Injury/Disorders Health Care Group**

**Tibor Rubin Long Beach VA  
SCI, Building 150  
5901 East 7<sup>th</sup> Street  
Long Beach, CA 90822  
(562) 826-5701**

This packet contains important information that will make your inpatient stay more comfortable and ensure the safety of our Veterans, staff, and visitors. If you are in the Acute Rehabilitation/New Injury Program, you will receive additional pages with information more specific to that program. On each ward there is a poster with details of your rights and responsibilities and another one describing our privacy practices.

The amount of information can be overwhelming and we encourage you to let a staff member know if you have any questions or concerns. Please also feel free to share the information with your family, friends, and caregivers.

Revised March 2019

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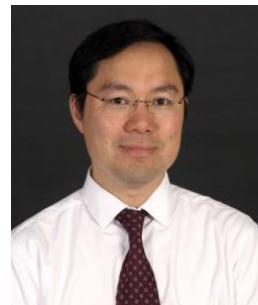
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# Welcome Message

A few words from the Chief, Spinal Cord Injury and Disorders Services  
Tibor Rubin Long Beach VA Medical Center, Long Beach, CA 90822



Judy Lim, DNP, RN  
Chief, Patient Care  
Services Spinal Cord  
Injury/Disorders



Hung T. Nguyen, MD,  
Chief Spinal Cord  
Injury/Disorders Service

Welcome to your Tibor Rubin Long Beach VA Spinal Cord Injury & Disorders (SCID) Center. Whether your stay with us is long or short, you are in the capable hands of health care professionals who are uniquely trained to serve our Veterans with spinal cord injury and other spinal cord disorders.

As one of the largest VA Spinal Cord Injury and Disorders Centers in the VA healthcare system, we care for all Veterans with SCI residing in the greater Southern California and Las Vegas regions. We have dedicated expert staff to provide comprehensive SCI specialty care and take great pride in providing the highest quality care to all our patients.

Once you have been accepted to our SCID Center, you will be assigned a SCI primary care physician at Long Beach who will follow you both as an inpatient and an outpatient. If your home VA is not Long Beach, your SCI primary care physician and your social worker will help to coordinate your care with your existing primary care provider, or help establish a new primary care provider at one of our “spoke sites,” located at Sepulveda Outpatient Clinics, Loma Linda VA, Las Vegas VA, or a VA Community Based Outpatient Clinic (CBOC) near where you live.

This inpatient guide will provide you with information that will be helpful to you and your visitors during your stay. Please keep in mind that our staff, from the doctors and nurses to the social workers and housekeepers, are here to make your time with us as comfortable as possible. Please do not hesitate to let us know how we can be of assistance to you.

Hung T. Nguyen, MD, Chief  
SCI/D HCG  
Tibor Rubin Long Beach VA Medical Center

# **The Spinal Cord Injury/Disorders Health Care Group (SCI/D HCG)**

## **Mission**

To assist Veterans with spinal cord injury/disorders to attain optimal health and maximum independence in a dignified, compassionate setting.

## **Vision**

To strive to be a center of excellence and provide leadership in spinal cord injury/disorders care and education.

## **SCI/D HCG Philosophy of Care**

To value wellness and promote independence in the individual who is learning to live with a disability. Adjusting and adapting is an ongoing process. We believe that the Veteran has the right to gain the expertise necessary to take control of and manage his or her own care.

Each person is unique and interdependent with their own environment.

Individuals can achieve independence, within limits of disability, when they are full participants in managing their daily activities.

In rehabilitative/restorative programs, patients are enabled to mobilize resources and attain their identified goals.

The Veteran and family must be actively involved in setting goals, making plans and putting plans into action with education and guidance from the interdisciplinary team.

## **Scope of Services**

The Spinal Cord Injury/Disorders Health Care Group (SCI/D HCG) offers a wide variety of specialty services to Veterans with spinal cord injury or disorders, such as multiple sclerosis and spinal stenosis. These services are provided in the Ernest Bors Spinal Cord Injury Center, building 150. You also have access to general and other specialty medical services provided at this and/or other VA medical centers.

## Highlights of Programs

Outpatient Primary Care  
Inpatient Medical/Surgical  
Inpatient/Outpatient Rehabilitation Program (CARF Accredited)  
Wound Healing and Research Program (WHARP)  
Urological Services  
Geriatric Program  
Multiple Sclerosis Program  
Diabetes Program  
Annual Evaluation  
Women's Health Services  
Shoulder Injection Clinic  
Inpatient Ventilator Care  
Home Care  
Upper Extremity Restoration Clinic

## Services Offered

Physical Therapy  
Occupational Therapy  
Kinesiotherapy/ Fitness & Wellness Program  
Recreational Therapy  
Wheelchair Seating and Assistive Technology Program  
Psychology Service  
Nurse Case Management  
Social Work Services  
Caregiver Training  
Respite Care  
Prosthetics and Orthotics  
Vocational Rehabilitation Therapy and Counseling  
Driver's Training  
Chaplain Services



The VA Long Beach Health Care System (VALBHS) holds a three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) for its Inpatient/Outpatient Rehabilitation Programs (CIIRP/OMR).

# Summary of Ethical Principles

## The staff of Spinal Cord Injury/Disorders Health Care Group will:

- Respect the rights of Veterans.
- Maintain privacy and confidentiality.
- Have patients participate in decisions regarding their care.
- Provide timely access to care per VA regulations.
- Transfer Veterans to other facilities under strict guidelines.
- Discharge Veterans with an emphasis on return to previous living arrangements and continuity of care.
- Provide written discharge instructions.
- Make medical decisions based on test results and your progress in therapy.
- Bill only for services and care provided, as applicable per VA regulations.

## VA Core Values and Characteristics: I CARE

Because **I CARE**, I will...

<b>I</b> ntegrity	Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
<b>C</b> ommitment	Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
<b>A</b> dvocacy	Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
<b>R</b> espect	Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
<b>E</b> xcellence	Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

## **PATIENT'S BILL OF RIGHTS**

### **PATIENT AND NURSING HOME RESIDENT RIGHTS AND RESPONSIBILITIES**

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights

#### **I. Respect and Nondiscrimination**

- \* You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- \* You are someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- \* Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- \* As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- \* As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- \* As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- \* As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- \* To provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

#### **II. Information Disclosure and Confidentiality**

- \* You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- \* You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- \* Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- \* You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

### **III. Participation in Treatment Decisions**

- \* You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- \* Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- \* You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.
- \* You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.
- \* If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- \* You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- \* As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- \* You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- \* You will be included in resolving any ethical issues about your care. You may consult the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
- \* If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

### **IV. Complaints**

- \* You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

## **Tibor Rubin Long Beach VA SCI/D Center Leadership**

Chief, SCI/D Health Care Group  
Chief, Patient Care Services  
Nurse Managers

Nurse Supervisor  
Therapy Supervisor  
Social Work Service

Hung T, Nguyen, MD  
Judy Lim, DNP, RN  
Ofelia Pasillao, MSN, RN – V2  
LaToya Smith, MSN, RN – V1  
Jude Ekenta, MSN, RN - T2  
Shirelyn Smith, MSN, RN - T1  
Sung Hong, MSN, RN - Outpatient  
Maureen Jennings, DPT  
Trenae Warren-Dial, LCSW

## **SCI Team Members**

### **Physician**

The physician is responsible for managing the medical needs of each Veteran. The physician acts as the team leader to coordinate your medical, surgical and rehabilitative care.

### **Nursing**

Members of the nursing staff provide 24-hour care ranging from basic personal hygiene to high tech procedures. The nursing staff consists of RNs (registered nurses), LVNs (licensed vocational nurses), PCAs (patient care assistants), and NAs (nursing assistants). The nursing staff will work with you on the ward to practice exercises and techniques you are working on in therapy. The nurse manager, an RN, coordinates all ward activities.

### **Nurse Case Manager**

The case managers coordinate the Veteran's hospital stay. They are involved in nursing assessment and treatment planning. They ensure that your care is coordinated.

### **Rehabilitation Therapies**

The interdisciplinary team of therapists work together to evaluate each Veterans specific needs and develop a customized treatment program to optimize outcomes.

### **Physical Therapist (PT)**

The physical therapist develops an individualized treatment program to help optimize function by improving or restoring mobility or by reducing pain and other impairments for the Veteran with SCI. The PT also evaluates for leg braces and walking as indicated. Physical Therapists have unique expertise in movement dysfunction and how to promote optimal functional recovery.

### **Occupational Therapist (OT)**

The occupational therapist works with patients to increase participation and function in everyday activities by improving physical, cognitive, and social-emotional health. This ranges from self-care (eating, dressing, grooming, bathing etc.) to skills needed for community access and community reintegration (shopping, working, housework, sports etc.)

**Kinesiotherapist (KT)**

The kinesiotherapist uses exercises to increase your strength and teaches you how to maintain your energy and build endurance. Kinesiotherapists help improve individuals' function, fitness, and overall health through strengthening, cardiovascular conditioning and training.

**Recreation Therapist (TR)**

The recreation therapist provides opportunities for recreation and leisure through special activities and community outings, as well as, leisure discharge planning.

**Psychologist**

The psychologist aids in adjustment to disability as well as in coping with long term mental health or medical problems. Some specific problems addressed include: depression, anxiety, PTSD, pain, sexuality/intimacy, and aging. Services include: psychological assessment (including brief cognitive testing), psychotherapy, couple and family therapy, substance abuse treatment, consultation with Psychiatry for medication, and collaboration with medical staff and rehabilitation therapists.

**Social Worker**

The social worker helps you and your family cope with the social and emotional aspects of a disability or chronic illness. Social Workers are involved in discharge planning and he/she may provide counseling and information on finances, housing, community resources and attendant care in preparation for discharge.

**Dietitian**

The dietitian is responsible for making sure that you receive the correct diet, if you have special needs. A diet technician works with the dietitian.

**Pharmacist**

The pharmacist assesses your medication history, allergies, and medical problems and works with the team to make sure you receive the most appropriate medications.

**Respiratory Therapist (RT)**

The respiratory therapist works with Veterans on ventilators, with tracheostomies, or those with special needs related to the respiratory system.

**Speech Therapist (ST)**

The speech therapist provides treatment services for Veterans with speech, language, and swallowing problems.

**Vocational Rehabilitation Therapist (VRT)**

The vocational rehabilitation therapist and/or the vocational rehabilitation counselor will provide employment training and assistance.

## Contact Information

### Address

Tibor Rubin Long Beach VA  
Spinal Cord Injury/Disorders Health Care Group  
5901 E. 7<sup>th</sup> Street  
Building 150/Mail Code 07/128  
Long Beach, CA 90822

### Phone numbers



**Toll free to medical center (888) 769-8387**  
**Main medical center (562) 826-8000**

Main SCI/D office	(562) 826-5701
Ward V-1	(562) 826-5472
Ward V-2	(562) 826-5865
Ward T-2	(562) 826-5862
Ward T-1	(562) 826-5864
SCI/D Outpatient	(562) 826-5702
Pharmacy Care Line	(562) 826-5503

Family and friends may also use the toll-free number above. Your direct dial phone extension is posted at the head of your bed.

If you need a bedside phone please check with a staff member and/or have one brought from home. A phone card works well for making long distance calls or you may use your own cell phone in most rooms.

**Your Room # \_\_\_\_\_ Ward \_\_\_\_\_**

**Your Phone # \_\_\_\_\_**

## **Reasons Why You May Be Admitted for Inpatient Care**

- New spinal cord injury
- Annual exams
- Urinary system problems
- Pressure sores
- Sudden or long-term illness or other procedures
- Respite care
- Therapy admissions for equipment issuing, fitting, and training

## **Confidentiality & Privacy**

1. You have the right to expect that your medical records, including your care and conversations with team members about your care will be kept confidential (private). The SCI Center staff is committed to maintaining confidentiality of our Veteran's information within the treatment team. Any information you provide to a member of your treatment team may be shared with other appropriate members of the team if it is believed that sharing the information is important for your treatment. There are some exceptions to maintaining your confidentiality, which are mandated by law. We may be required to breach confidentiality under the following circumstances:
  - If it is believed that you are in acute danger of harming yourself.
  - If you threaten to inflict bodily harm upon a specific person.
  - If there is a reasonable suspicion that you have been the victim of adult or child abuse.
  - If there is a reasonable suspicion that you have abused a child or a dependent adult.
  - If it is determined that you are unable to provide for or arrange your daily needs (e.g., food, clothing, shelter, medical care).
  - If a subpoena for your records is issued by a court of law.
2. If a member of your treatment team believes it is necessary to breach confidentiality in any of these circumstances, every effort will be made to inform you of the decision. You may request more written information about your rights in this area under the Health Insurance Portability and Accountability Act of 1996 (HIPPA) regulations.
3. Staff should also knock or request permission to enter your room or go behind your bed curtain.
4. Staff must also ask your permission to speak to family members or friends about your condition.

# General Information & Inpatient Unit Routines

## **Call Lights**

Please use the nurse call light at your bedside if you need assistance. Staff will make every effort to answer your light quickly, but we ask for your understanding and patience when they are busy assisting other Veterans.

## **Environmental Control Units (ECU)**

If you are unable to operate the regular call light, TV, and bed controls you will be provided with adaptive equipment.

## **Hearing Aids**

Carefully store your hearing aid in an appropriate case when not in use. Hearing aids should be worn so you can hear your caregivers. If you need a device while in the hospital to help you hear your caregiver, please ask your nurse how you can obtain such a device. If you would like to be evaluated for hearing aids, ask your nurse to arrange a visit to the Audiology Clinic. It takes at least three weeks after the evaluation to be fitted with a hearing aid.

## **Laundry**

A washer and dryer are available on each ward. You will need to provide your own soap.

## **Comfort Items**

If you need comfort items such as toothpaste, soap, lotion, comb, or toothbrush, please contact the Nurse or Ward Clerk on your ward or unit.

## **Telephones**

A phone line is provided but you will need to bring your own phone or may obtain one from California Paralyzed Veterans of America (CPVA). Your phone number is posted at the head of your bed. You may use a cellular phone in any areas that are not marked as prohibiting them, or as directed by staff. Free local calls may be made from the bedside.



1. The nursing staff will not answer your phone if you are away from your room.
2. Veterans may not use the phone at the nurses' station since they need to be kept available for hospital business.

## **Sign Out**

When leaving the unit for any reason other than appointments, you are to tell the nursing staff. It is your responsibility for telling the nursing staff when you leave and return to the unit. The nursing staff will help you sign out. You must be back on the ward for medications or treatments OR make special arrangements with your nurse.

## **Therapeutic Pass**

A day or overnight pass may be ordered. You may not leave the hospital grounds without authorization.

- All passes should be requested through your physician. Requests for weekend passes should be made by **Wednesday at noon** so that necessary supplies and medicines for

your personal care at home are available by Friday morning. Evening or weekday passes should be requested at least 24 hours in advance.

- You must complete all assigned tests, groups, classes or therapies before leaving on pass.
- If you are a Veteran with a new injury, you will need to have a member of your family or a friend meet with your nurse and therapists for instruction before your pass date.
- During your pass, you or your family will need to continue all personal care such as bowel, bladder, or skin care and medications. You must follow your same bowel and bladder and medication schedule while on pass.
- Please check out with your nurse before leaving and upon your return from pass. Please be aware that your vital signs need to be completed before and after your pass.
- You should return to the SCI Unit from pass by 9:00 p.m. unless other arrangements have been made in advance with your physician and charge nurse. Ensure you obtain the nurses' station phone number before leaving on pass in case you need to contact us.

### **Television**

There is a TV at each bedside (see page 40 for TV Channels). As a courtesy to other Veterans, we ask for it to be turned off by 11:00 PM.

### **Patient Education**

Would you like to know more about your medical condition or how to break addictive habits, such as smoking, drinking, or drugs? A variety of patient education programs dealing with most medical conditions are available on closed circuit Health TV. Look for Veterans Health Education on the TV Channel listing.

### **Self-Care**

You are encouraged to do as much for yourself as possible since this promotes physical and mental well-being. Staff members are always available to assist you as needed.

### **Bathing**

You will receive a shower/complete bed bath at least twice/week and a partial bath in between.

### **Mail**

Mail is routinely delivered to patients daily, Monday-Friday. After discharge, mail is returned to the sender. Please make sure we have your current address. Any address change should be reported to the Ward Clerk and a "Change of Address Card" filed with US Post Office. Mail sent to you while you are an inpatient should be addressed as follows:

Your Full Name, SCI/D HCG 07/128  
Tibor Rubin Long Beach VA  
5901 East 7<sup>th</sup> Street, Building 150  
Long Beach, CA 90822

## **Mealtimes (approximate)**



Breakfast 7:00 AM  
Lunch 12:00 Noon  
Dinner 5:00 PM

Please check with your nurse before you have food or drink outside of your regular meals to make sure it conforms to your prescribed diet.

A **select menu** is available for Veterans on regular diets and some modified diets. Please ask staff for more information.

Nursing staff will assist you in storing food in the ward nourishment room refrigerator for up to **three days**. Please make sure your food is labeled with your name and the date.

All food kept at the bedside must be in a sealed container and **NOT** perishable. *All perishable, outdated, or unlabeled food is discarded **DAILY** to ensure a clean and healthy environment that is free from mold and insects—ants, roaches, fleas, etc. Once food has entered the patient room it may not be returned to the patient refrigerator in the pantry.*

## **Making Decisions About Your Health Care**

You have the right to accept or refuse any medical treatment or procedure recommended by your health care provider. All treatments and procedures require your prior, voluntary informed consent. If you are unable to communicate your preferences, you may designate someone to make decisions on your behalf.

**Talk to your Health Care Providers** - It is important that you talk to your physicians and other health care providers about your goals, concerns and wishes regarding your health. You also should discuss these things with your family and loved ones.

When talking to your health care provider about your health care preferences, ask questions to clarify anything you don't understand. If you are still uncertain about what you want to do, you may want to ask for a meeting with other health care providers caring for you (e.g., nurses, social workers, therapists, and chaplains).

If you have talked to your health care providers and still are uncertain about what to do, contact your social worker.

- **Advance Directives**

You can complete the following forms about your choices for future medical care. You can complete these forms at any time, but it is especially useful to do this before you get too sick to speak for yourself.

- **Living Will**

A Living Will (sometimes referred to as a Health Care Directive, Directive to Physicians, Value History, or Advance Life Care Directive) tells your health care provider what medical care you do or don't want in the event you are unable to make your own decisions. This form is about your health care wishes, not about your property or finances.

- **Durable Power of Attorney for Health Care**

The Durable Power of Attorney for Health Care is a legal form allowing you to name a person to make health care decisions if you are too sick to do so. The person you name is called a health care agent or surrogate decision-maker. This person cannot be your health care provider.

- **Physician Orders for Life-Sustaining Treatment (POLST)**

The Physician Orders for Life-Sustaining Treatment (POLST) form allows you to summarize your wishes regarding life-sustaining treatment. The form is intended for patients with an advanced life-limiting illness. You should share the completed form with people/facilities who might provide medical care to you in the future.

The POLST form helps other health care providers understand the kinds of treatments you would and wouldn't want at the end of your life. It provides you and your health care provider assurance that your expressed wishes will be carried out.

Your physician completes the document with you. The physician signs the form and assumes responsibility for its accuracy.

### **Where to Obtain These Forms**

Your lawyer can assist you with the living will or durable power of attorney forms, but they also are available from senior centers, libraries, community centers, and on the internet. VA doctors, nurses, chaplains, social workers, and patient representatives can get you the living will and durable power of attorney forms. Your physician can provide you with the POLST form.

## **To Help Prevent Health Care Errors, Patients Are Urged to **SPEAK UP!****

The “Speak Up™” program is sponsored by The Joint Commission; an agency provides accreditation for our medical center. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services and Tibor Rubin Long Beach VA.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to improve their health faster. To help prevent health care mistakes, patients are urged to “**Speak Up.**”

As a patient, you can make your care safer by being an active, involved and informed member of your health care team. Everyone has a role to play making health care safe. That includes doctors, health care executives, nurses and other health care workers. Health care organizations across the country are working to make health care safe.

- S**peak up if you have questions or concerns, and if you do not understand, ask again. It is your body and you have a right to know.
- P**ay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do not assume anything. Patients may assist us by ensuring that they have positive identification for procedures, drawing blood and obtaining specimens.
- E**ducate yourself about your diagnosis, the medical tests you are undergoing, and your current treatment plan.
- A**sk a trusted family member or friend to be your advocate.
- K**now what medications you take and why you take them. Medication errors are the most common health care errors. These medications include the ones prescribed by your doctor, over-the-counter medications you have bought, and any herbal preparations you take (they may interact with prescription medications)
- U**se a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by The Joint Commission (TJC)
- P**articipate in all decisions about your treatment. **You are the center of the health care team.**

## **Joint Commission**

The Tibor Rubin Long Beach VA is a Joint Commission-accredited health care organization. The Joint Commission evaluates healthcare facilities on quality, safety of patient care, and safety of the environment. If you have any concerns with patient care or safety at Tibor Rubin Long Beach VA, please bring them to the attention of your care team. If your concern cannot be resolved at the facility level, you are entitled to contact The Joint Commission.



E-Mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Fax: Office of Quality Monitoring (630) 792-5636

Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## **Office of Inspector General**



To report criminal activity, waste, abuse, mismanagement, and safety issues to the OIG, call toll-free 1-800-488-8244, or write to VA OIG Hotline, P.O. Box 50410, Washington, DC 20091-0410, or fax to 202-565-7936 or e-mail [vaoighotline@va.gov](mailto:vaoighotline@va.gov).

### **Patient Satisfaction**

Your satisfaction with your care and all aspects of your stay is very important. You are encouraged to bring up issues directly with staff members whenever possible. Nurse Managers are available on each unit and the outpatient clinic. The SCI/D HCG executive management is available to discuss concerns too.

Please **“Tell Us How We Are Doing”** (see page 37). Once you complete this form, you can leave it with staff in the SCI front office, room R104, Building 150, or place it in the suggestion box located by the elevator in Building 150. Please note that positive comments and compliments are always welcome. In addition, you may receive a satisfaction questionnaire in the mail after discharge. Please complete and return it so that we may use your input to make improvements in the rehab program.

We also utilize real time patient satisfaction reporting tools to monitor services, **“TruthPoint”** – for general in-patient, and USPEQ – with a rehabilitation focus. Volunteers will be making rounds on the inpatient unit to get your feedback. These surveys are anonymous and do not affect patient care, but assist staff in ongoing improvements for those in our care.

### **Grievance Procedures**

Every attempt is made to address concerns or complaints as quickly as possible. Please notify the Nurse Manager on your ward of any complaints or concerns. Safety issues will be addressed immediately. For those related to comfort issues, such as food or noise, you can expect follow-up within 24 hours. For other concerns or complaints, you will receive a response within 72 hours. If an investigation by the SCI/D HCG or the Patient Advocate is required, you will be notified within 10 days of the status of the investigation.

You also have the right to submit a written complaint or discuss your concern(s) with the **Patient Advocate. She/he can be reached at x5467.**

### **Paralyzed Veterans of America**

The National Office of the Paralyzed Veterans of America (PVA) has a National Service Officer (NSO) assigned here in the SCI Center. The NSO is located on the 2<sup>nd</sup> floor, Room R-201 Ext #3774. The National Service Officer can answer any questions you may have regarding benefits you may qualify or already receiving. He is also available if you have any concerns regarding the quality of care you are receiving while you are inpatient or outpatient.

Long Beach SCI Center also has a PVA, Vocational Rehabilitation Counselor assigned here. Our vocational rehabilitation program supports America’s paralyzed veterans in their search for good jobs and meaningful careers while helping employers strengthen their workforce with hard-working, gifted employees. This program offers vocationally oriented services to veterans with disabilities, especially those veterans with spinal cord injury or disease. The counselor is located on the 2<sup>nd</sup> floor, Room V-234, Ext #4607.

### **California Paralyzed Veterans of America (CPVA)**

Since 1946, CPVA has provided and developed a unique expertise on a wide variety of issues involving the special needs of our members —Veterans of the armed forces who have experienced spinal cord injury or dysfunction. We serve the entire community of Paralyzed Veterans to assure they have a lifestyle that simulates that of an average America citizen, with any available resources at our disposal. Please do not hesitate to contact us at (562) 826-5713. We are located on the 2<sup>nd</sup> floor of the Tibor Rubin Long Beach VA SCI/D Center, Building 150, Room R-204.

# Comfort/Safety Issues

## Identification

Upon admission an identification band will be fastened to your wrist and shall be worn at all times throughout your stay in the hospital. This wristband provides proper identification while you are an inpatient. In an emergency, this wristband could save your life. **For patient safety purposes, you may be asked specific questions to verify who you are.**

## Opt-In/Opt-Out of Patient Directory

Patient privacy is an important issue at Tibor Rubin VA. Inpatients have a right to choose to either be 1) included in the facility directory or to 2) opt out of the facility directory during each inpatient stay. Upon admission, you will automatically be excluded from the inpatient facility directory. During the **admission screening process**, please expect staff to ask whether you wish to be excluded from the facility directory. The facility directory documents a patient's choice if VALBHS workforce should provide information to callers. If Tibor Rubin VA staff has not asked about excluding you from the facility directory, please bring it to the attention of your nurse or Ward Clerk.

## Smoking

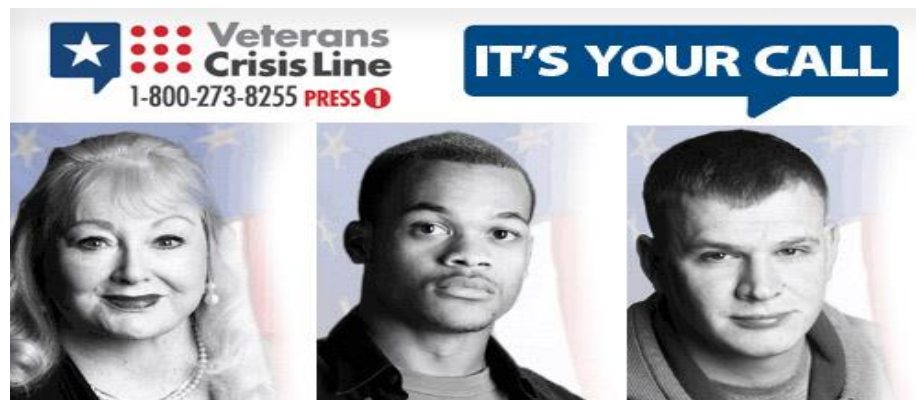
The Tibor Rubin Long Beach VA is a **non-smoking** facility. Smoking is only permitted in the designated outdoor areas. SCI Unit staff and volunteers are NOT permitted to light or hold your smoking materials for you. VALBHS HSP 00-12, "Smoke-Free Environment" policy.

## Suicide Prevention

Below are some warning signs for self-harming behavior:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking or writing about death, dying, or suicide
- Self-destructive behavior, such as drug abuse or use of weapons

Call us if you notice any of these warning signs. You'll be immediately connected with a qualified caring provider who can help you. **1-800-273-TALK (8255), then Press 1.** For more information, go to <http://www.veteranscrisisline.net/>. You can access the chat line at <http://www.veteranscrisisline.net/ChatTermsOfService.aspx>, You can also text 838255 for support.



# Women Veterans – Grooming Needs

VA Long Beach SCI/D Center wants to ensure that our women veteran's feminine needs are taken care of. The SCI staff will complete a feminine care needs assessment and provide care and resources for beauty and body care during your stay.

**SPECIALTY GROOMING BASKETS  
MAY BE AVAILABLE UPON ADMISSION.**



## Yes, Please Bring...

### Clothing and Personal Belongings

Please note that a personal inventory list will be done on admission by staff. When you have new items brought from home, purchased, and/or sent to you in the mail, you must have your list updated. This is to ensure that there is record of those items in case an item becomes misplaced or lost.

- Bedside storage space is limited. Please bring just essential items that will fit in the space provided. Do not store items on the floor. If you accumulate additional items (e.g. clothing, valuables, patriot store purchases, etc..) during your Inpatient stay, a relative or friend should retrieve those items. VA transportation will allow only 2 bags upon discharge.
- A lockable drawer is provided at each bedside. Please bring a lock from home. It is recommended that you keep only \$5.00 or less at your bedside. You may deposit larger amounts with the Agent Cashier. An ATM is available outside of the cafeteria.
- 3 or 4 comfortable outfits; sweat suits work as well. A washer and dryer are located on each unit. Nursing staff can assist as needed.
- Sturdy, supportive shoes.
- Sweater or jacket for outside.
- Personal items like combs, brushes, electric razors, dentures, glasses, and hearing aids.

- Special equipment that you will use such as your wheelchair, power wheelchair battery charger (if needed), crutches, splints or man-made limbs, C-pap or Bi-pap machines.
- Be sure to mark ALL personal belongings with your name.
- Keep toiletries at the bedside—not in the bathroom or sink area.

## No, Please Leave at Home...



### Computer Laptops and Cell Phones

If you choose to bring your own personal laptop or cell phone to the facility, Tibor Rubin VA **cannot guarantee** the security or usability of these devices (i.e. limited internet access). For security reasons, please reconsider bringing valuables like these to the facility. As an inpatient, your focus should be on getting well. Bringing cell phones and laptops to conduct business may be a distraction and could result in the loss of these items. These items will need to be inspected by the engineering department and an inspection sticker applied.

*For your convenience computers are available in the Recreation Therapy room and VCR/DVD players may be borrowed for bedside use. A large screen television is in the dining room on the 2<sup>nd</sup> floor.*

### Items Not Permitted in Patient Rooms

- Wheelchair battery chargers.
- Electrical extension cords and multi-outlet strips (surge suppressors).
- Kitchen appliances such as coffee makers, electric kettles, toasters, microwave ovens, blenders, refrigerators, etc.
- Full-sized computers, printers, fax machines, video game consoles, etc.
- Personal televisions, VCRs, DVD players, etc. (small portables may be acceptable)
- Medications, vitamins or other food supplements  
(It is important to let your doctor or nurse know if you are using any alternative therapies or home treatment or have any cultural/religious treatment preferences. We will work with you to incorporate them into your care whenever possible.)
- Valuables or more than \$5.00 in cash

## **Patient & Visitor Information**

### **Interpretive Services**

It is the policy of Tibor Rubin Long Beach VA that no one will be subjected to any form of discrimination because of limited English proficiency. If you or your family do not speak English, or if you are deaf, hard of hearing, or deaf/blind, you can have interpretation services at no charge. Tell the person helping you that you need an interpreter.

### **Visiting Hours & Quiet Times**

There are no specific visiting hours for the SCI Facility. However, family and friends are encouraged to visit in the evening after therapies and medical treatments. Televisions and overhead lights should be off between the hours of 11:00 P.M. and 6:00 A.M. Electronic devices with headphones may be used at any time.

### **Lost and Found**

Lost and Found is available in the Police substation located in the Emergency Room. You may also contact them at ext. 5000. Every effort will be made to recover articles which have been lost.

### **Search and Seizure**

Because the VA hospital is federal property, all persons and bags are subject to search. In addition, no weapons, alcohol or illegal drugs are permitted, *41 CFR 102-74.370*.

### **Parking**

We encourage inpatients to leave vehicles at home for the duration of their inpatient stay as Tibor Rubin Long Beach VA cannot assume responsibility for vehicles or its contents. If you must park your vehicle at the VA during your inpatient stay, please park your vehicles in any designated patient parking area. If you arrive during normal business hours on the Long Beach campus, we recommend that visitors use valet parking. Please follow the signs to the valet parking area to see if space is available. If valet parking is not used, visitors should park in the posted lots. Please be advised that Valet parking is free and no tipping is allowed. Valet parking hours are Monday-Friday, 7:30am-4:30 pm, excluding weekends and holidays.

### **Pets**

Service animals are allowed access only to support individuals with disabilities.

### **Photography/Visual Equipment**

For patient privacy reasons, please do not bring a camera to the facility or take pictures with your cell phone.

### **Plants and Flowers**

If you want to send or bring in fresh flowers or plants, please contact the nurse on the ward as some medical conditions would be comprised.

# Inpatient Safety



## **Zero Tolerance Items**

Violation of the following may lead to immediate discharge and/or arrest/fine as mandated by VA regulations, 38 CFR 1.218- Security and law enforcement at VA facilities. Link: <http://cfr.vlex.com/vid/1-218-security-law-enforcement-facilities19775619>

- **Use of alcohol or illegal drugs** -- this applies even if you are on a medically authorized pass. VHA Directive 2011-004 states: *Possession of marijuana, even for authorized medical reasons, by Veterans while on VA property is in violation of VA regulation 1.218(a)(7) and places them at risk for prosecution under the Controlled Substances Act.* Link: [http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub\\_ID=2362](http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub_ID=2362)
- **Possession of firearms, other weapons, and explosive devices.** This includes guns, knives, or other implements considered dangerous.
- **Gambling**
- **Abuse of other Veterans, staff, visitors.** This includes verbal and physical abuse and threats to do bodily harm.
- **Damage, destruction or theft of medical center property**
- **Buying, selling, trading of merchandise with other Veterans, staff, or visitors**
- **Behavioral Issues.** If you act in a way that is not in agreement with your treatment plan, or may cause injury to yourself, another Veteran, visitor, or staff member, the team will address those issues with you and come up with a plan. If the issues cannot be resolved you may be discharged from the medical center.
- **Smoking inside Tibor Rubin Long Beach VA buildings is prohibited, including patient rooms.**

**Medical center staff is responsible for your safety and on occasion other items deemed unsafe may also be prohibited.**

## **Fire Safety**

The fire alarm system chimes to indicate a fire alarm or a fire drill. The smoke-barrier doors in your hallway will close automatically, if the alarm was activated on your floor.

In the event of a fire:

1. Do not panic.
2. Listen to instructions from the staff on your unit.
3. Do not use the elevators.
4. Do not open the smoke-barrier doors in the hallway, if they are closed.
5. Do not go to another floor, unless instructed by staff to do so.

## **Fire/Disaster Drills**

Tibor Rubin VA has an effective fire and disaster plan. All employees have been trained in it. We hold practice drills to ensure prompt and efficient action, in the event of a real fire or other emergency situation.

## **VA Rapid Response Team**

A Rapid Response Team consists of an ICU nurse and respiratory therapist who are trained to help when there are signs that a patient is getting much sicker. Although the Rapid Response Team are the first responders, the patient's physician is also notified. The purpose of a rapid response team is to help **before** there is a medical emergency. Rapid response teams act very quickly when something goes wrong. They may suggest laboratory tests, x-rays, medications, or even moving the patient to an intensive care unit. These actions can help patients get better and live longer. Problems can happen any time a patient is in the hospital, including just after surgery, during medical tests, or when a patient is recovering from an illness.

- **Warning signs that a patient's condition is worsening:**
  - Changes in the heart or respiratory (breathing much faster or slower) rate
  - A drop-in blood pressure (it gets much lower)
  - Changes in urinary output (much more or much less urine)
  - Confusion or other mental status (thinking) changes
  - When something just does not look or seem right with the patient
- **How family members can help:**
  - Ask the nurse to call the rapid response team when there are warning signs that the patient is getting much sicker.

## Keeping Your Hands Clean

### What is MRSA?

- MRSA (pronounced: mersa or M-R-S-A) stands for **M**ethicillin-**R**esistant **S**taphylococcus **A**ureus.
- It is a germ (bacterium) that cannot be killed by antibiotics (medicines) usually used to kill germs.
- Germs like MRSA are all around us—in the environment at home, in the community, and in hospitals.
- **KNOW THE DIFFERENCE:** being positive for MRSA does not mean that you have an infection. You may be “colonized,” which means that you carry the organism and can pass it on to others.

If you are infected with MRSA, it can be very hard to treat, because common antibiotics cannot kill MRSA.

**A spinal cord injury** may put you at a higher risk for having or getting MRSA due to:

- Having wounds or pressure ulcers
- Frequent use of antibiotics
- Use of devices such as a urinary catheter
- More time spent in the hospital
- Frequent contact with other people who might carry MRSA

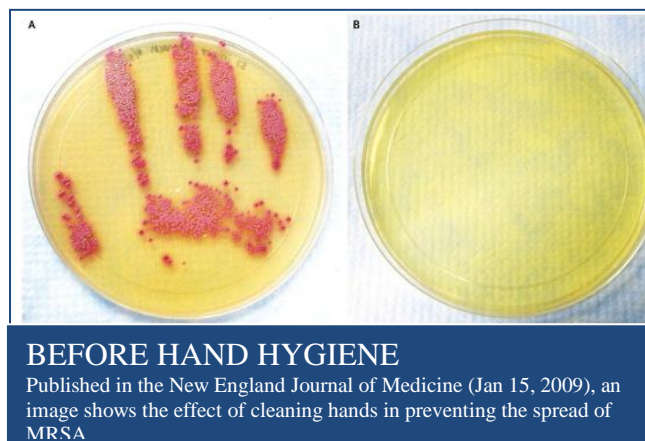
### How VA is Working to Protect You

Because it does not always make people sick, you may carry the MRSA germ without knowing it. VA offers to test all hospitalized patients for MRSA to see if they carry the germ. Testing includes swabbing your nose or pressure ulcer(s).

**If you test positive for MRSA, you:**

- Have a greater chance of getting sick with MRSA
- May pass MRSA on to other patients
- May pass MRSA on to your family, friends, or loved ones

## MRSA on Your Hands



## What Can You Do?

### 1. Know your current status.

- Ask your provider for the results of your MRSA test every time you are tested.

### 2. Frequently clean all personal equipment that you use including:

- Areas of your wheelchair that are touched by you or your caregiver.
- Wheelchair gloves or wrist guards every day
- Your adaptive equipment
- If you cannot clean these items, ask a health care provider, caregiver, or family member to help you
- Do not share towels, washcloths, razors, clothing, or other personal items with others

### 3. Always clean your hands:

- Before and after eating
- After sneezing
- After bowel or bladder care
- After group activities such as physical therapy, exercise, or bingo games
- As you enter and leave a hospital room (yours or another patient's)
- **If you cannot clean your own hands, ask a health care provider or a family member to assist you**

### 4. Ask your provider, family and other visitors to clean their hands too!

## Practice Good Hand Hygiene!

If you are able, cleanse hands for as long as it takes to sing "Happy Birthday" and follow the steps below for good hand hygiene!

0



Wet hands with warm water.

1



Apply soap, covering the surfaces of your hands.

2



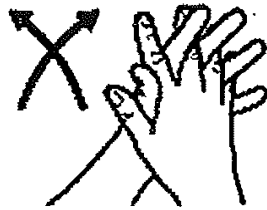
Rub hands, palm to palm.

3

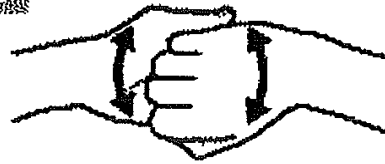


Rub hands with fingers in between one another.

4

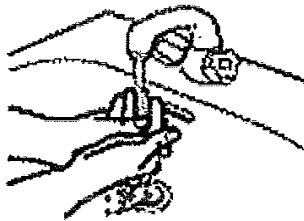


5



Rub your palms together while fingers are together. Clean your finger nails in your palms.

6



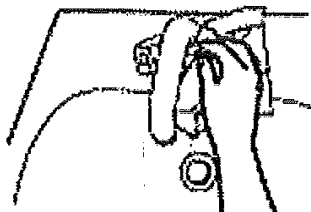
Rinse hands thoroughly.

7



Dry hands from fingertips to wrists.

8



Use towel to turn off faucet.

9



Your hands are now clean!

For more information, please visit the Center for Disease Control (CDC) MRSA website:

[http://www.cdc.gov/ncidod/dhqp/ar\\_MRSA.html](http://www.cdc.gov/ncidod/dhqp/ar_MRSA.html)

# Preparing To Go Home

## Discharge Planning



We can plan for a smooth discharge by giving you a discharge date and time. This allows all the team members to know when you will be leaving the hospital. This also helps us know when a bed will open up for your fellow veterans who will be entering the hospital.

Everything that needs to be done before discharge will be taken care of before your discharge date and time. You and your family will have time to prepare for your return home or to another level of care.

Once your doctor has written your discharge order, our goal is to have you on your way as soon as possible.

Setting a discharge time also helps your VA staff do a better job of communicating with you and your caregivers.

## ✓ To Do Checklist

- ☐ Do I have a ride?
- ☐ Does my ride know what time to pick me up?
- ☐ Do I have all the medical equipment, supplies, and medications I will need at home?
- ☐ Do I have all my valuables?
- ☐ If I am going to need help after I get home, have I made arrangements with family or friends?
- ☐ If the doctor ordered home care, do I know who to contact?
- ☐ Will I need to return to the VA to see my doctor? If so, do I know about my appointment?

**My discharge day is:**

---

**My discharge time is:**

---

## 10:00 AM to 12:00 NOON

### Check-Out

#### VALB SCI Discharge Policy

Please note that all planned discharges from the SCI units will be between the hours of 10:00 a.m. and 12:00 noon. Please make all the necessary arrangements for transportation or pick-up between 10:00 am and 12:00 Noon on the day of your discharge.

#### Discharge Procedure

We ask that you stay in your room on the morning of discharge date to receive your discharge medication and education by the SCI clinical pharmacist. Please arrange for transportation pick-up by 12PM on the discharge date if possible.



#### VA SCI Spoke Sites

Some of the Medical Services offered at various SCI Spoke Sites include:

- Primary Care
- Diabetes Management
- Psychiatry/Psychology
- Geriatric Evaluation & Management
- EKG and Spirometry
- Blood Pressure Screening
- Pharmacy processing
- Immunizations
- Disease Prevention/Education
- Medical Care for TRICARE clients
- Veteran Benefits on site –or call 1-800-827-1000
- Social Worker/Homeless Outreach
- Patient Registration

#### **Loma Linda:**

VA Loma Linda Healthcare System  
Physical & Rehab Medicine/F Clinic (117)  
11201 Benton Street  
Loma Linda, CA 92357  
(909) 825-7084

#### **Sepulveda:**

VA Sepulveda SCI/D Clinic  
16111 Plummer  
Building 10, Basement  
North Hills, CA 91343-2099  
(818) 891-7711

#### **Las Vegas:**

VA Las Vegas SCI/D Clinic  
3131 La Canada Street, Suite 230  
Las Vegas, NV 89109  
(702) 636-3000

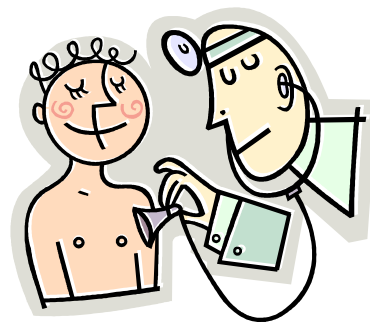
# Benefits for Which You May Be Eligible

- Annual Evaluation
- Respite Care
- Non-VA Bowel and Bladder Care Program – Bowel & Bladder
- SCI Telehealth Program – Clinical Video Telehealth and Home Telehealth
- VA Caregiver Support Program

## **Annual Evaluation**

Did you know that as a person with a spinal cord injury or disorder, one of the most important things you can do for your health is to obtain an Annual SCI Physical and Evaluation at a *VA Designated SCI Center*?

A comprehensive SCI Annual Evaluation consists of an evaluation by a team of SCI specialists including: SCI physician/urologist, social worker, psychologist, occupational therapist, kinesiotherapist, registered dietitian, and pharmacist. These services are available to you at the Tibor Rubin VA SCI Center.



Tibor Rubin VA offers both inpatient and outpatient SCI annual evaluations. The *inpatient* annual evaluation is required if you are due for a flexible sigmoidoscopy or colonoscopy and recommended if you live outside the immediate Long Beach area, and is a preferred way to receive a comprehensive annual evaluation. Our *outpatient* annual evaluation program received an *Advance Clinic Access Under Secretary Award* and usually requires 1 to 2 visits, depending on the need for urology or other services.

## **Wheelchair, Seating, and Assistive Technology Clinic**

The interdisciplinary team of therapists work together with you to evaluate your mobility and seating/positioning needs. The therapists are specially trained in cushions, manual and power wheelchairs, assistive technology, and related equipment to support your function, comfort, and participation that best meets your needs. The staff work with you to coordinate the ordering process, equipment supplier, and Prosthetics to ensure that your equipment fits and is working effectively. A wheelchair repair technician is available for your convenience to trouble-shoot mechanical issues and coordinate repairs.

Please contact us to discuss any questions, concerns, problems, or difficulties you may have. **(562) 826-8000, ext. 23040.**

## **Your Respite Care Benefit**

Respite care is a benefit available to Veterans with Spinal Cord Injury/Disorders. Respite Care is designed to give your Family or paid Caregivers a rest and allow them time to refresh. It is important for Caregivers to take a break from the difficult task of consistent, daily, and physical care.

You are eligible for this benefit if you are being cared for by a family member or care provider. You are NOT eligible for Respite Care if you reside in a Skilled Nursing Facility, Board and Care, Nursing Home, Hospital, or any institutional setting. You must be medically stable.

### Guidelines

You are eligible for 30 days of respite care per year (October 1<sup>st</sup> to September 30<sup>th</sup>). We do request that you use a minimum of 7 days at one time. Your Respite Care request should be made at least 30 days or more in advance.



Reasons why it is important to make advanced requests:

- Respite Care beds are on a first come first served basis.
- Respite beds are not set aside and are based on availability.
- Please use your Respite Care benefit with care and respect. Misuse of the benefit privilege is highly discouraged.

### How to Arrange Your Respite Care

Please contact the Admissions Coordinator at (562) 826-8000, ext. 22349.

Please call to discuss any questions, concerns, problems, or difficulties you may have.

### Non-VA Care – Bowel and Bladder

The Tibor Rubin Long Beach VA Spinal Cord Injury (SCI) Non-VA Bowel and Bladder Care Program is a special benefit to allow Veterans with SCI who are dependent on caregivers for assistance with their bowel and/or bladder care needs to live independently in the community with dignity. To receive authorization for care, the Veteran must meet a set of criteria per the VHA Handbook 1176.1. Once the Veteran is determined to be eligible, the maximum hours of service the Veteran is authorized to receive will be based on medical need. For additional information please speak with your RN Case Manager.

### SCI Telehealth Program

#### **What is Telehealth?**

The SCI Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. Telehealth changes the location where health care services are routinely provided. Telehealth in SCI helps ensure Veteran patients get the right care in the right place at the right time and aims to make the home into the preferred place of care, whenever possible. For many Veterans travel to the medical center can be a very complicated and sometimes a difficult task, particularly if the Veteran lives in a very remote or rural area, an area with sometimes severe weather, or even an urban area where congestion and traffic makes travel difficult. Some injuries, such as traumatic brain injury or spinal cord injury further complicate travel. Travel time is time away from the Veteran's work or family.



If you are interested, please do not hesitate to ask to speak with our SCI Telehealth Coordinator.

## **VA Caregiver Support Program**



**You're there to support the Veteran.  
We're here to support you.**

### **About the Program**

VA's Caregiver Support Program was developed to support Caregivers of Veterans, our partners in ensuring the best care of Veterans. The program provides a wide range of services to Caregivers of eligible Veterans of all eras.

The Program provides additional services, including a monthly stipend, to Caregivers of Veterans (or Service members undergoing medical discharge), who incurred or aggravated a serious injury (including Traumatic Brain Injury, psychological trauma or other mental disorders) in the line of duty on or after September 11, 2001. Caregivers of eligible Veterans are urged to apply for the Program through our website ([www.caregiver.va.gov](http://www.caregiver.va.gov)) or contact the National Caregiver Support Line: 1-855-260-3274.

Your local Caregiver Support Coordinator serves as a source of information about the program. They can coordinate training, connect you to resources within the VA and within your local community, and provide you with support.

### **Who is a Caregiver?**

A Caregiver is someone who provides personal care services for a Veteran. These services could include assistance with activities of daily living like personal hygiene, or providing supervision to ensure the safety of the Veteran.

A Caregiver could be a spouse, significant other, adult child, parent, family member, or a friend.

### **Resources**

For more information, contact your social worker or case manager, or use the contact information below:

National Caregiver Support Line (toll-free): 1-855-260-3274

Monday-Friday, 8:00 am – 11:00 pm EST

Saturday, 10:30 am-6:00 pm EST

VA Caregiver Support Website: [www.caregiver.va.gov](http://www.caregiver.va.gov)

## **SCI Powered Exoskeletons Program**

What is the exoskeleton program?

Powered exoskeletons are a new and emerging technology that require extensive clinical training and expertise. The Tibor Rubin Long Beach VA is a designated SCI Clinical Training Center for these devices. The clinical team of Rehabilitation Physicians and Physical Therapists work together to ensure that Veteran meets clinical criteria for use as well as and provide extensive training for safe and effective mobility. If you have questions about the exoskeleton program and want to determine if your eligible, please inform your Provider.

## **Additional Policies & Procedures You Should Know About**

### **Contact with the Media**

There may be times when you as a Veteran patient may have contact with media outlets (television, newspapers or radio) while staying at Tibor Rubin VA. To ensure that your privacy and the privacy of other patients are protected, all media requests are evaluated by the Public Affairs staff. Before you agree to an interview or decide to speak with the media, you or your provider must first contact the Office of Public Affairs at (562) 826-8000, ext.5498. Public Affairs staff will make arrangements with the media outlet on your behalf.

### **AMA (Against Medical Advice) Discharge**

If you indicate the desire to leave against medical advice (AMA), the nurse will contact the physician immediately. The physician will explain the importance of remaining in the hospital and the possible consequences of leaving the hospital against medical advice. If you are determined to leave or refuses to talk to the physician, you may retrieve your belongings and leave the Medical Center. **VETERANS ARE REQUESTED TO SIGN A RELEASE FORM PRIOR TO LEAVING AMA.**

### **Accessing Your Medical Records**

As an inpatient you may view your medical record by contacting your doctor or case manager. To obtain a copy of your medical record you may contact the **Release of Information at ext. 3344.**



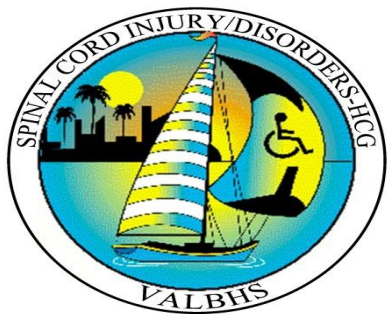
## VALBHS TELEVISION CHANNELS

UPDATED 03/01/2014

CHANNEL NUMBER	NETWORK NAME
2	KCBS
3	KCET
4	KNBC
5	KTLA
6	KMEX Univision
7	KABC
8	KOCE
9	KCAL
10	C-SPAN 1
11	FOX
12	C-SPAN 2
13	MY Network/KCOP
14	Chaplain
15	USA
16	TLC

CHANNEL NUMBER	NETWORK NAME
17	TBS
18	Discovery
19	History
20	TNT
21	CNN
22	HBO
23	Headline News
24	OWN
25	TRU TV
26	A&E
27	GSN
28	FOX News West
29	ESPN
30	ESPN 2
31	ESPN News

CHANNEL NUMBER	NETWORK NAME
32	ESPN Classic
33	HBO West
34	HBO 2 West
35	HBO Signature
36	HBO Family
37	HBO East
48	Med Calm
49	Veterans' Health Ed.
50	CARE Channel
51	VA Knowledge Net.
52	VA Knowledge Net.
53	VA Knowledge Net.



# SCI Admission

Name: \_\_\_\_\_

Date of Admission: \_\_\_\_\_

## Concerns/Needs:

☐ Poor

☐ Fair

☐ Average

☐

Good ☐ Excellent

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## Evaluation of packet information:

☐ Poor

☐ Fair

☐ Average

☐ Good

☐ Excellent

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## How can the staff be more effective?

☐ Poor

☐ Fair

☐ Average

☐ Good

☐ Excellent

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Thank you for your time in filling this out, so we can better serve you and fellow veterans.

SCI Staff



## Spinal Cord Injury Service: *How Are We Doing?*

**Your comments are very important to us**—whether you want to compliment a staff member, suggest for improvement, or request a change. We strive to provide excellent service for our veterans and you can be certain that the SCI Chief will review your comments.

**Please be as specific as possible:** \_\_\_\_\_

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**Your Name:** \_\_\_\_\_ **Last Four:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Contact Info/Email:** \_\_\_\_\_  
(Required if you want to be contacted for follow-up)

- ☐ If completed by a third party, Name: \_\_\_\_\_
- ☐ Check box if you give consent to allow CPVA to review this case.

*Thank you for helping us maintain our commitment to excellence!*

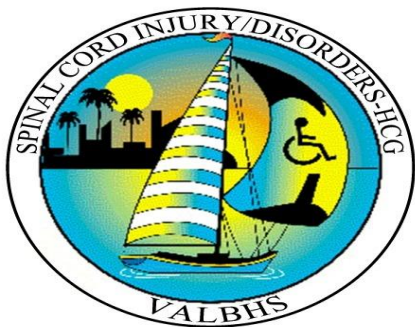
Drop in Suggestion Box by SCI elevators (first floor); or mail to:

Tibor Rubin Long Beach VA Medical Center  
Chief of SCI/D  
Building 150 (07/128)  
5901 East 7<sup>th</sup> Street  
Long Beach, CA 90822

# SCI Home Fire Safety Questionnaire

Veteran's Name \_\_\_\_\_ Date \_\_\_\_\_

	Yes	No	Not Applicable
1. Are there two means of wheelchair accessible escape that do not involve windows from each occupied story?			
2. Does your sleeping room/bedroom have a second means of escape that is wheelchair accessible?			
3. Can all [escape] exit doors be opened without a key?			
4. Can you get out of your unit/home by yourself if alone when in your wheelchair?			
5. If there are bars on any windows, do they have a latch to release the bars from inside the home?			
6. Do you have central air/forced heating? (If yes, skip #7)			
7. Are all baseboard or portable heaters kept at least 36 inches from any curtains or furniture?			
8. Is there a smoke alarm outside your bedroom door?			
9. Is there a smoke alarm in the kitchen area?			
10. Is there a smoke alarm in the living room area?			
11. Is there a smoke alarm in any attached garage?			
12. Is there a fully charged fire extinguisher in your home or unit?			
13. Are your stove controls on the front of the stove [where you can reach them without reaching over a burner]?			
14. Do you have either a kitchen fire extinguisher or a box of baking soda available next to the stove for grease fires?			
15. Is there a phone, intercom or other emergency communication device available that you can use to get help while in bed?			
16. Do you have emergency numbers (police, fire, etc.) either posted by your phone or programmed into your automatic phone dialing?			
17. Do you have any electrical outlets that have more than 2 appliances plugged into the same outlet?			
18. Have you contacted your local fire department for a home fire safety evaluation and recommendations?			
19. Have you planned a method for fire evacuation [by others] for yourself other than [walking or] using your wheelchair?			
20. Do you and other residents of your home refrain from smoking in bed?			
21. Do you have a carbon monoxide monitor mounted at the baseboard by an outlet?			



**Tibor Rubin Long Beach VA  
Spinal Cord Injury Center**

## **Patient Agreement**

I have read and received a copy of the “Tibor Rubin Long Beach VA Welcome Packet” which includes General Information and Inpatient Unit Routine, including the Zero Tolerance policy.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- OR -

Patient physically unable to sign but agrees: ☐ Yes ☐ No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_